

10 February 2014
FOIA reference: F0001782

Dear XXXX

I am writing in respect of your recent request of 13 January 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

"I am writing about the "Air passenger compensation guidelines" which provides a view on what may constitute "extraordinary circumstances" in the sense of EU regulation 261/04. The guidelines can be accessed by following a link on <http://www.caa.co.uk/application.aspx?catid=14&pagetype=65&appid=7&newstype=n&mode=detail&nid=2263>.

I ask that you provide the following information under the Freedom of Information act:

- 1. A list of those consulted by the CAA (be they airlines, individuals, airport authorities, passenger groups, and so on) with regards to the guidelines.*
- 2. A list of those consulted by other agencies involved in drawing up the guidelines, where this information is known to the CAA.*
- 3. Any submissions, views, feedback or document provided by an airline to the CAA with regards to the guidelines.*
- 4. Any submissions, views, feedback or document which the CAA has been given by another agency with regards to the guidelines.*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are able to provide the information below.

1. The CAA did not issue a consultation, we worked with safety colleagues, in-house lawyers and consumer policy colleagues. We wrote to all airlines following the publication of the guidelines requesting that they use the list to assess cases.

Civil Aviation Authority

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR www.caa.co.uk
Telephone 01293 768512 rick.chatfield@caa.co.uk

2. This information is not known by the CAA.
3. The CAA's Passenger Advice and Complaints Team (PACT) sent out a letter to airlines announcing the guidelines, but there have been no replies from an airline with regards to the guidelines.
4. The CAA does not hold any written comments, but have verbally received feedback from the Consumer Council for Northern Ireland, Which? and the Department for Transport.

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.